



602 Carpenter Lane  
Philadelphia, PA 19119  
entrance from Greene St.  
(215) 844-2774  
phillyacupuncture.com

### **Patient Responsibility Policy**

Philadelphia Community Acupuncture aims to make high quality acupuncture and Chinese herbal medicine available to as many people as possible, at the most affordable rates. With this in mind, we ask for 12 hours advance notice if it becomes necessary to cancel or reschedule your appointment.

All appointments that are rescheduled or canceled with less than 12 hours advance notice, and appointments missed without notice, will be charged a \$20 fee. If appointments have been purchased in a package, the missed/canceled/rescheduled appointment will be deducted from the number of remaining appointments in that package.

Late Policy: We will do our best to accommodate you if you arrive late for your appointment. However, if you arrive more than ten minutes late and we are unable to accommodate you, we will consider it a missed appointment and will assess the \$20 fee. We want you to get treatment! We do not want to collect fees! Being on time for your appointment is more important than ever during the time of COVID-19, as our space and time is limited for safety purposes.

We love when we can work together to keep the clinic humming. In order for the clinic to remain a healthy and thriving resource for our community, we rely on mutual cooperation with regard to clinic policies and standards. Persistent lateness or late cancellations, as well as disruptive behavior while in the clinic space, may result in a separation from PCA.

Thank you for your understanding.

My signature indicates that I understand this policy.

Name (Print) \_\_\_\_\_

Signature \_\_\_\_\_